

Coronavirus Update

MONDAY 30 MARCH, 2020

Dear colleagues

Please see below the latest daily update for staff with information and actions Federation is taking to respond to the coronavirus COVID-19 situation.

Increasing teaching quality assurance with online delivery

Today is the first day of offering our higher education programs fully online. We appreciate the work all staff have done to prepare for this, in a relatively short time frame. For many of our students, it is a new way of learning and we are keen that students remain engaged in their learning journey and are maximising access to the technology and resources made available to them.

As part of assuring teaching quality during this rapid move to learning online, the Deputy Vice-Chancellor (Academic) has requested that staff from the Centre for Learning, Innovation and Professional Practice (CLIPP) check-in on selected Moodle courses (as nominated by the Associate Dean, Teaching Quality) for online presence and engagement (aligned to BOLD Learning and Teaching Practices). In addition to Moodle course check-ins, a brief targeted student survey will be sent to students in selected courses to gauge their transition to learning online. Both activities are scheduled to occur in week six (Wednesday 9 March and Thursday 10 March). The statements included in this student engagement survey are:

1. Moodle courses are well organised for learning online
2. Learning resources and activities are well adapted for an online learning environment
3. I have received sufficient guidance and support for learning online from my teacher(s)
4. My teachers have created sufficient engagement opportunities for me learning online
5. The quality of teaching in this online environment supports my learning journey

These proposed teaching quality assurance measures are an important way to check-in with course and teaching quality, teacher engagement, student engagement and opportunities to provide feedback to staff regarding online delivery.

Student assistance package

We are aware that moving to online delivery will be difficult for some of our students. This includes students from low socio-economic backgrounds who may not have access to the internet or a computer at home, as well as students with a disability who may face other access issues. The university is currently working on a student hardship package to help address these issues and ensure all of our students continue to have equal access to the high quality teaching, learning and student support services that Federation is known for. We expect to finalise details of the package later this week and will communicate this to our students and staff.

HR update

With school holidays now officially underway, we know some staff with school-aged children may be struggling with the challenge of working from home while keeping children occupied and engaged throughout the day. To help with this, the HR team is preparing a list of websites, links to videos and activities that children can do at home. We're aiming to have this available on our website later today.

Please feel free to email hr.hotline@federation.edu.au with suggestions of websites and activities that can be added to the list. You can also call the COVID-19 hotline that has been setup for staff to call with enquiries about leave types, working from home protocols or other HR questions related to the pandemic. Call (03) 5122 6300 between 8.30am – 5.00pm to speak to an HR staff member.

Accessing ITS support from home

If you have any questions or require assistance with IT issues while working from home, please contact:

Off campus - call (03) 5327 9999 between 8.30am–5 pm weekdays or use the online service portal.

On campus – for onsite assistance call 8888, otherwise please call (03) 5327 9999 between 8.30am–5 pm weekdays or use the online service portal.

The ITS team has also established a [page with ITS advice for staff and students](#) on working from home. Please check the page regularly for updates.

On behalf of the Critical Incident Response Team